Corporate Services Department (CSD)
IFAD's Corporate Induction Seminar

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CSD Responsibilities

Corporate Services Department (CSD)

- Provide a **safe, secure and enabling working environment**, making the best possible use of available material resources, including information technology, office premises, services and on-site facilities

- Provide **efficient** and **effective human resources support** throughout IFAD

- Provide **effective support services** to the **40 IFAD country offices** in the areas of Security, Human Resources, IT and Administration

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ADM Responsibilities

Administrative Services Division (ADM/CSD)

- Managing Privileges & Immunities with Governmental and Local authorities, Embassies and UN Sister Agencies granted to the Fund (accreditation, identity card, permit of stay, visas, UNLP, tax correspondence and others)

- Ensure the safety, security and protection of staff, property and assets of IFAD at HQ and respond to emergency and crises situations

- Procurement for IFAD HQ

- Participation in common procurement with the Rome Based Agencies (RBAs)

- Records management, mail & distribution and printing services

- Facility management services

- Travel for staff, consultants, official visitors

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HRD Responsibilities

Human Resources Division (HRD/CSD)

HRD is responsible for ensuring that IFAD meets its IFAD 9 commitment to have the right people and skills in place to deliver its work programme

HR Business Partnership Unit

- Delivers the full life-cycle portfolio of HR services to client departments and staff including:

  - workforce planning
  - recruitment
  - career management
  - case management
  - benefits administration
  - separation

Staff Development Unit

- Manages the following:
- training
  - staff development programmes
  - performance management
  - staff engagement and 360 feedback surveys
  - the APO, SPO, special agreements, interns, and fellows programmes

Social Services, Budget and HR Data Team

- Manages the following:
  - compensation administration,
  - health and life insurance programmes,
  - pension matters
  - medical services
  - HR data systems
  - division budget

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ICT Responsibilities

Information & Communications Technology Division (ICT/CSD)

ICT is responsible for leveraging Information and Communications Technology in support of corporate strategy, to add business value and deliver business efficiencies

ICT Business Partnership

•Delivers innovative information technology solutions to enable IFAD to implement change and reform through business initiatives :

•IFAD country offices
•Direct Supervision
•HR Reform
•Robust Financial systems
•Member Relations
•Corporate efficiency

Business Applications

•Delivers continuous efficiency improvements through business process re-engineering to over 50 business applications supporting :

•Financial Management
•Operations Management
•HR management
•Institutional Management
•Knowledge Management
•Corporate Reporting

Infrastructure

•Manages IFAD's fixed and mobile ICT infrastructure platform in multiple data centres, HQ and country offices ensuring :

•Network Management
•System Security
•Business Continuity
•Disaster Recovery
•Remote / Mobile communications

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FSU Responsibilities

Field Support Unit (FSU/CSD)

- Ensure a coordinated approach to delivery of support services to our country offices through a "one-stop-shop" for all ICO-related administrative needs. This includes, general administration, human resources, IT support and service level issues with hosting agencies

- Negotiate and manage Host country agreements, accreditation and privileges

- Field security, including country profile analysis, security briefings, policy guidance and coordination with UNDSS. Ensure compliance with UN and IFAD security rules

- Liaise with Programme Department units to ensure effective support functions within a decentralised environment

Questions and answers

THANK YOU

Corporate Services Department

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